

—quotes from the 2007 Student Survey—

## our Service

- Excellent librarians- they really know their stuff!

- They are very helpful and always are there to answer your questions when you have them.

**--Kwantlen Library is one of the best libraries I have been in!**

- We also had a class with a librarian about accessing scholarly journals. It was very helpful!

## our Collection

- Never had any problems finding what I needed.

**--Super awesome greatness!**

- I would not be able to complete my class assignments without the Library resources.

- Library collection is great because it caters to a wide variety of subjects.

## virtual Library

- I am extremely pleased with the 'ask a librarian' section on the Library website. They were able to find two articles I didn't think were available through Kwantlen.

**--The Library website is very helpful!**

- I'm pleased that we are still able to access information about book holdings and online journals even if we are not at school.

# Kwantlen Library

# Your Information Destination

# ANNUAL REPORT 2007



**Kwantlen**  
UNIVERSITY COLLEGE

# Improved Services for Students

## **Cloverdale Library**

With the rest of the Kwantlen community, the Library was incredibly excited to see the completion of the new Cloverdale Trades and Technology campus in 2007. The opening of the Library on campus allowed us to once again provide on-site full service access to all Kwantlen trades and technology students and faculty. During the summer and fall semesters alone, a total of 23, 293 Library users came through the doors.

## **Expansion of Interlibrary Loans**

Now Kwantlen students are no longer restricted to interlibrary loan requests on items within the province, as the Library has expanded student ILL service to include Libraries from across Canada. We estimate that this expansion of possible sources for books and articles will allow us to successfully fulfill a minimum of 30 additional interlibrary loan requests per year for students.

## **Access to Print Journals**

In response to student requests, the Library has removed print journals from our reference collection, which restricted students to using these materials only within the Library. Now print journals may be borrowed for up to three days. We hope this improved accessibility will facilitate student research and timely access to topical scholarly resources.



*The Library doors open at the Cloverdale campus February 19, 2007*

# New Technology

## **Colour Printers**

Previously, Surrey was the only campus where the Library could offer colour printing to students, but in the fall of 2007 we were able to expand this service to two more Libraries. The horticulture students at Langley and fashion students at Richmond are particularly appreciative of the new print option.

## **Behind the Scenes**

The Online Computer Library Centre (OCLC) is an international research organization comprised of more than 60,000 Libraries in 112 countries and territories around the world. Our Technical Services Librarian, Linda Woodcock, has been a representative of the Collections and Technical Services Advisory Committee for several years. Kwantlen Library became a member of OCLC in 2007. Though the benefits from our users' point of view are invisible, they are actually quite substantial. Kwantlen Library's Technical Services (TS) Staff now has access to the most complete and current authority files to assist in the cataloguing process. TS will also have access to additional cataloguing software, and our entire collection will be visible to other Canadian OCLC Libraries.



# Library Contributions to the *Kwantlen Community and Beyond*

## **PSSSC**

Kwantlen hosted the 2007 PSSSC (Provincial Post-Secondary Support Staff Conference). This year's conference was spearheaded by Langley Campus Library Supervisor Norma Frick, Chair of the Organizing Committee. Norma and many other Kwantlen volunteers - several from the Library - worked together to create an unforgettable experience for the over 320 participants who attended this popular annual event.

*Kwantlen Library staff for PSSSC 2007*

*Norma Frick-Chair; Organizing Committee Members Ruth Mullane & John Potter-Smith*

## **TALK on Globalization**

Third Age Learning at Kwantlen (TALK) provides creative and dynamic learning activities for its members - people from the community all of whom are 50+ years old. For a discussion session this group was having on Globalization, Librarians put together a web page of information resources and conducted a 90 minute research session with the participants.

## **Sharing our Professional Expertise**

Public Services Librarian, Jan Penhorwood, participated in the panel discussion "Embedded Librarians: Beyond the One-Shot Orientation" at the 2007 British Columbia Library Association Conference in April. Jan spoke about our Librarians' experience teaching the Information Literacy module in Kwantlen's UNIV 1100 courses.

Jean McKendry, Public Service Librarian, presented at the 2007 Canadian Library Association Conference during a session called "The Spirit of Place". Through a dynamic PowerPoint presentation, Jean shared her expertise in Library architecture and space planning while showing photos of Libraries from around the world.

## **Data Liberation Initiative**

Through the Centre for Academic Growth, the Library facilitated two workshops for Kwantlen employees on statistics. The Library became a member of the Data Liberation Initiative in 2007, which provides access to large collections of Statistics Canada data. In collaboration with colleagues from Statistics Canada and the SFU Data Library, the sessions provided information on what type of information is available through the DLI and how to acquire this data for use in research and teaching.

## **Outreach Quickfacts**

- During a pilot project in the fall of 2007, Librarians spent over 19 hours in Kwantlen Learning Centres providing research assistance to students.
- Requests from local high schools for tours and research sessions doubled this year.

**Kwantlen University College Library participates in the following cooperative arrangements and alliances for the purpose of providing excellent service. Not only do these agreements improve services for our users, both students and employees, but also allow us to take advantage of cost savings and efficiencies.**

**ELN (ELECTRONIC LIBRARY NETWORK)**

— Kwantlen is a partner Library in the ELN, which is a partnership between the Province of British Columbia and its post-secondary Libraries that develops, facilitates and maintains the following initiatives that assist post secondary institutions in meeting the expanding information needs of their clientele at the lowest possible cost:

**Research Databases:** ELN negotiates consortium licenses for research databases on behalf of partner Libraries. Licensing costs are shared among participating institutions.

**Outlook:** ELN coordinates the production of three union databases that, along with Z39.50 links, provide a single point of entry to the serial, book and video collections of post-secondary and public Libraries throughout British Columbia. Users can search this database online to see which Libraries hold certain materials to facilitate the process of Interlibrary Loans.

**ELN Ariel Initiative:** Funding from the Ministry of Advanced Education, Training and Technology provided post-secondary Libraries in British Columbia with Ariel document-delivery software and scanners that facilitate rapid and cost effective transmission of documents between partner Libraries for the purpose of interlibrary loan.

**Impact/Online ILL:** operating in conjunction with the BC Union Databases, this service provides a structured environment for task-based processing of interlibrary loan requests.

**e-HLbc** (electronic Health Library of BC): All BC academic Libraries involved in the education of health care providers and all provincial health authorities form the e-HLbc.

**AskAway:** A provincial post-secondary virtual reference service developed by BC ELN and partner Libraries.

**Cooperative Arrangements**



**MEC  
(MEDIA EXCHANGE COOPERATIVE)**

— Kwantlen is a member of the Media Exchange Cooperative (MEC), an informal consortium of post-secondary media Libraries in British Columbia. MEC’s purpose is to facilitate cooperation among post-secondary Libraries and media resource centres in order to assist participants in building strong collections, communicating and sharing expertise, developing strategies for addressing media issues, and with an overall goal to facilitate cost-effective, equitable and timely access to audiovisual resources and service.

**DLI (DATA LIBERATION INITIATIVE)**

— In 2007, Kwantlen joined a group of over 70 Canadian post-secondary institutions which belong to Statistics Canada’s Data Liberation Initiative. The DLI program has grown over the past 10 years to include data from over 130 Canadian surveys and the Census which were previously available only through prohibitively expensive custom orders. Students, staff and faculty benefit from access to this rich resource for which the Library pays a modest annual license fee.

**B.C. SIRSI CONSORTIA**

— Kwantlen University College, along with the Justice Institute, UCFV, Camosun, Malaspina, Northern Lights, College of the Rockies, Selkirk, Northwest, North Island, Okanagan and School District 57 formed a consortia in 1994 to facilitate cost savings in the purchase of Unicorn Integrated Library Systems. Since that time members continue to engage in teleconferences to discuss issues related to their Library systems and to participate in cooperative training venture.

**AEMAC  
(ADVANCED EDUCATION MEDIA ACQUISITIONS CENTRE)**

— The Advanced Education Media Acquisitions Centre is funded by the British Columbia Ministry of Advanced Education. AEMAC’s purpose is to support the teaching and learning requirements of the B.C. public post-secondary system by making media materials available in a cost effective and responsive manner. This service enables Kwantlen, along with other institutions, to realize substantial savings in media acquisition.

**CPSLD  
(COUNCIL OF POSTSECONDARY LIBRARY DIRECTORS)**

— Kwantlen’s Dean of Learner Resources belongs to CPSLD, a provincial association of Library Directors at post secondary education institutions. CPSLD facilitates the exchange of information among Libraries as well as providing a forum for advocacy and collaborative projects which benefit students and stakeholders.

**RECIPROCAL BORROWING**

— Kwantlen participates in a reciprocal borrowing arrangement that allows students and employees of one institution to obtain a free community borrower Library card at any of the following institutions: Kwantlen, Camosun, Capilano, College of New Caledonia, Douglas College, East Kootenay, Justice Institute, Langara, Malaspina, North Island, Northern Lights, Northwest Community College, Okanagan, Selkirk, University College of the Cariboo, Thompson Rivers, UCFV, VCC and SFU. Kwantlen also has reciprocal borrowing agreements that apply to Faculty only with UBC and UVic.

**INTERLIBRARY LOANS**

— Students and employees of Kwantlen are able to request materials from other B.C. academic and public Libraries and this material will be sent via courier service to Kwantlen for them to borrow. Conversely Kwantlen loans materials to other institutions for their users in the same manner.

**COPPUL  
(COUNCIL OF PRARIE AND PACIFIC UNIVERSITY LIBRARIES)**

— Kwantlen is an affiliate member of the Council of Prairie and Pacific University Libraries (COPPUL), a consortium of 22 Libraries located in Manitoba, Saskatchewan, Alberta and British Columbia. This membership allows Kwantlen to participate in consortia pricing for various electronic databases.

**ART PROJECT (ACADEMIC RESOURCE TOOLBOX)**

— ART is a multi-institutional project to develop online tutorials on core information literacy skills. Funded by a grant from BCcampus, it includes a team of librarians at Kwantlen, Okanagan College, SFU, and UVic who are developing the content modules.





## 2007 CALENDAR YEAR JANUARY-DECEMBER

### PEOPLE IN THE LIBRARY

Library Users (gate count)	567,120
Group Study Room Usage (hours)	23,495.7
Items Borrowed	74,181

### CARDS CREATED

Student Cards	6384
Employee IDs	526
Community Borrower Cards	197

### AUDIOVISUAL CIRCULATION

Audio Equipment	5170
Cameras	23,054
Computers	11,776
DVD/Video Equipment	4542
Projectors	2096

### QUESTIONS ANSWERED

Information Desk	22,419
Circulation Desk	5,972

### TEACHING

#### IN THE CLASSROOM

Number of UNIV 1100 classes	12
Number of Students Taught	249

#### IN THE LIBRARY

Number of Orientation Sessions	355
Number of Students Taught	8118

# Cause for Celebration

## WE'RE NUMBER ONE!

### One Day Challenge for Hunger

In September Kwantlen students and employees were challenged to tackle the Grouse Grind to raise money for the food bank. There were 60 participants in all, raising a total of \$555 for the cause. More Library employees participated in this event than any other employee group at Kwantlen, winning the departmental challenge with 18 participants.

### 2007 Cookie Challenge

34 Kwantlen employees baked cookies which were then sold by donation, with the proceeds going to the Kwantlen Family Campaign in support of Student Awards and the United Way. The Library had 12 employees contributing cookies to the challenge, winning the departmental challenge. Collection Development Librarian Linda Rogers, won an Honorable Mention award for her Whipped Shortbread Cookies. Mmmm.

#### Whipped Shortbread

1 c. butter (room temperature)  
 ½ c. icing sugar  
 1½ c. flour

Preheat oven to 350F.

Stir all ingredients together until well combined.

Beat on high speed for 10 minutes.

Drop from teaspoon on ungreased cookie sheet.

Bake for 12 minutes until bottoms are lightly browned.

Dust with icing sugar if desired.

Makes 3 dozen.

### Award Winning

The AskAway Virtual Reference Service is a co-operative effort among Academic Libraries across the province to provide real time chat reference services to post-secondary students across British Columbia. In 2007 the service was recognized by three different organizations, receiving awards for innovation and outstanding service: the Academic Librarians in Public Service Award, the British Columbia Library Association Service Merit Award and the British Columbia Innovation Award in Education Technology. During the 2007 calendar year, Kwantlen Librarians contributed 284 hours of chat reference service to AskAway.

### In Appreciation of Service

Kwantlen recognized three of our Library employees in 2007 for their years of outstanding service. With their experience, knowledge and expertise, these women provide exceptional contributions to the Library and Kwantlen community as a whole.

Margaret Brown 15 years

Jan Penhorwood 15 years

Jacinta Sterling 10 years

## WEB LIBRARY

Hits on the Library Homepage	1,685,477
Ask a Librarian E-Mail Questions	254
AskAway Chat Reference Sessions	298

## A SAMPLE OF DATABASE USAGE

### PROQUEST DATABASES

#### CBCA COMPLETE

Number of searches	21,642
Full-text articles retrieved	11,930

#### CRIMINAL JUSTICE PERIODICALS

Number of searches	18,055
Full-text articles retrieved	4,911

#### CANADIAN NEWSSTAND

Number of searches	24,763
Full-text articles retrieved	22,400

### EBSCO DATABASES

#### ACADEMIC SEARCH PREMIER

Number of Searches	144,045
Full-Text Articles Retrieved	105,999

#### BUSINESS SOURCE PREMIER

Number of Searches	36,304
Full-Text Articles Retrieved	29,686

#### PSYCINFO

Number of searches	103,552
Full-text articles retrieved	7,160

### JSTOR

Number of Searches	42,097
Full-text articles retrieved	48,654

## NEW PERIODICAL SUBSCRIPTIONS STARTED IN 2007

911 Magazine	Historia Mathematica
Acres USA	Historical Archaeology
Appliance Service News	Horticulture Review
Archives of General Psychiatry	Horticulture Week
Blue Line Magazine	Hort Technology
Bookforum	Hot Rod
Canadian Emergency News	HOW
Canadian Firefighter & EMS Quarterly	Human Rights Quarterly
Canadian Garden Centre & Nursery	India Perspectives
Canadian Journal of Education	Journal of Communication Inquiry
Canadian Metalworking	Journal of Conflict Resolution
Canadian Security	Journal of Peace Research
Car & Driver	Journal of Postcolonial Writing
Car Craft	Mission Critical Communications
Child Development Perspectives	Now (Surrey Now newspaper)
Children's Literature	OHS Canada: Occupational Health & Safety Canada
Children's Literature Association Quarterly	Philosophy Today
Chronica Horticulturae	Plants & Gardens News
Clothing & Textiles Research Journal	Prospect
Conflict Resolution Quarterly	Public Culture
Consciousness & Cognition	Public Safety Communications
Constitutional Forum	Report on Small Business
Construction Canada	Science, Technology & Human Values
Costume	Sikh Formations: Religion, Culture, Theory
CRPNBC Communicator	Sir
Directions / Canadian Race Relations Foundation	Studies in Political Economy
ELH	Technology and Culture
Emergency Medical Services	Times Literary Supplement
Emergency Number Professional	Tree Care Industry
Explore	Tree Service Canada
Frontline Security	Twentieth Century British History
Geo	USGA Green Section Record
Geotimes	Wavelength
Granville	Wood Design & Building
Green Places	World Today

## DATABASE SUBSCRIPTIONS STARTED IN 2007

Alldata (Cloverdale only)  
Dun & Bradstreet Industry Norms and Key Business Ratios  
Dun & Bradstreet Million Dollar Database  
Canadian Census Analyser  
CANSIM  
Grove Art Online  
HeinOnline  
International Financial Reporting Standards  
Safety Care Video Database (Cloverdale only)  
Trade Analyser

## DATABASE SUBSCRIPTIONS UPGRADED IN 2007

**Canadian Newsstand** – upgraded subscription now includes local community papers from around the province as well as the major dailies.

**Dominion Law Reports** – online subscription includes access at Richmond as well as Surrey. Langley now receives the print subscription.

**JStor** – upgraded subscription now includes an additional Arts & Sciences module.

**Oxford Reference Online** – upgraded to the Premium subscription package which includes enhanced Literature and Western Civilizations collections.

**Quicklaw** – upgraded subscription to allow an unlimited number of users and easier access without the previously required registration for personal password accounts.

# Kwantlen Employees 2007

The successes of this year were made possible through the dedication, creativity and professionalism of Kwantlen's exceptional Library employees.

## Information & Development - Strategic Services

### Vice President

Gordon Lee

## Learner Resources

### Dean of Learner Resources

Cathy MacDonald

### Associate Dean of Learner Resources

Bevin Heath Ansley

### Administrative Assistant to the Dean

Ann McBurnie

## Employees - Faculty

Allison Richardson, **Public Services Librarian**

Angela Ryan, **Contract Librarian**

Annette Krammer, **Contract Librarian**

Caroline Daniels, **Systems & Web Librarian (on-leave)**

Carolyn Soltau, **Contract Librarian**

Chris Burns, **B.A. & Research Support Librarian**

Colleen van de Voort, **Circulation & Audiovisual Services Librarian**

Denise Dale, **Chair of Librarians, Reference Librarian & Archives**

Elaine Samwald, **Collection Development Librarian**

James Lovitt, **Contract Librarian**

Jamie Anderson, **Acting Systems & Web Librarian**

Jan Penhorwood, **Public Services Librarian**

Jean McKendry, **Public Services Librarian**

Linda Rogers, **Collection Development Librarian**

Lisa Hubick, **Public Relations Librarian**

Margaret Brown, **Serials and Public Services Librarian**

Mirela Djokic, **Public Services Librarian**

Sigrid Kargut, **Audiovisual Collection & Public Services Librarian**

Susan Bruchet, **Trades & Public Services Librarian**

Ulrike Kestler, **Public Services Librarian**

Yasmin Jamal, **Contract Librarian**

## Employees - Staff

Adele Andrascik, **Serials Technician**

Andrea Page, **Audiovisual/Circulation Technician**

Angela MacLean, **Audiovisual/Circulation/CILS/Orientations Technician**

Ann Kuo, **Auxiliary Technician**

Bev Blair, **Supervisor-Technical Services**

Casey Wallace, **Archives Technician**

Cheryl MacMillan, **Audiovisual Technician**

Chris Pfahl, **Audiovisual Technician**

Cora Chan, **Audiovisual Technician**

Dale West, **Auxiliary Technician**

Debbie Smith, **Library Resources Technician**

Donna Haider, **Requests/Interlibrary Loan Technician**

Edna Kalfon, **Auxiliary Technician**

Elena Kapulnik, **Archives Technician**

Emily Cheng, **Serials Technician**

Geraldine Wesley, **Audiovisual Technician**

Heather Shupe, **Interlibrary Loan Technician**

Jacinta Sterling, **Circulation/Orientations Technician**

Jane Mitchell, **Auxiliary Technician**

Jane Robinson, **Supervisor-Cloverdale**

Janet Lazare, **Interlibrary Loan Technician**

Jasmin Sangha, **Interlibrary Loan Technician**

Joanne Caplette, **Documentation Technician**

Jocelyn Stewart, **Auxiliary Technician**

Joe Scafe, **Auxiliary Technician**

John Alexander, **Cataloguing Technician-Technical Services**

John Potter-Smith, **Audiovisual Technician**

Judy Isaac, **Circulation/Interlibrary Loan/CILS Technician**

Karen Archer, **Serials Technician**

Kathie Holloway, **Audiovisual/Circulation Technician**

Kim Striha, **Auxiliary Technician**

Lindsey Rowat, **Auxiliary Technician**

Lima Mendonca, **Requests/Reserves Technician**

Lisa Peters, **Auxiliary Technician**

Marc Lemieux, **Audiovisual/Circulation Technician**

Margaret Giacomello, **Supervisor-Surrey**

Marjorie Coey, **Circulation Technician**

Maria Van Tol, **Auxiliary Technician**

Martha Hastie, **Serials/Reserves Technician**

Monica Wyllie, **Audiovisual Technician**

Norma Frick, **Supervisor-Langley**

Norma Stiles, **Auxiliary Technician**

Paula Pinter, **Technical Services Technician**

Ruth Mullane, **Library Resources Technician**

Silvana Smith, **Supervisor-Richmond**

Susan Henry, **Auxiliary Technician**

Teresa Czirkak, **Auxiliary Technician**

Vicki Effertz, **Circulation/Interlibrary Loan/CILS Technician**

## Employees - Student Assistants

Alaa Elhag

Areeba Aijaz

Ching Mui Wong (Angel)

Ellen Banh

Jeffrey Bachman

Karl Heimersson

Kitty Li

Laurel Graham

Maite Mayeta Cumba

Neeshith Desai

Mike Yu

Olga Brown

Tanvi Walia

William Cavers

Xiao Chau Huang (Nina)

## Work Experience-Kwantlen Students

Ken Hsu

Tayyaba Ahmad